

W. 03514A. 13.0111
W. 03514A. 13.0142



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (000) 000-0000

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Fax:

9

Priority: Respond Within Five Days

Opinion No. 2014 - 114992

Date: 2/11/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Kenneth Last: Hogan

Account Name: Kenneth Hogan

Home: (000) 000-0000

Street: 015 N. 1st St.

Work:

City: Payson

CBF

State: AZ Zip: 85541

is:

Utility Company: Payson Water Co., Inc.

Division: East Verde Park Estates

Contact Name: Jason Williamson

Contact Phone

Nature of Complaint:

DocketNo:W-03514A-13-0111 OPPOSED

Arizona Corporation Commission

DOCKETED

FEB 19 2014

Name:Kenneth Hogan

Date:1/20/2014

Address:

Phone

CityStateZip:Payson, Az 85541

Cell

Docket:Curtailment Plan for Payson Water Company - East Verde Park

DocketNo:W-03514A-13-0111

Utility:Payson Water Company

Email:azhogans@gmail.com

Comments:I have some major reservations regarding this plan: 1. Most people don't use the same amount of water each day. They do their laundry once or twice a week. Watering is only allowed on certain days. Suppose you do both on the same day? That day's usage times 30 would put you way above the allowed amount. 2. Daily reading of meters is unfair. Suppose the meter is read at 9AM on one day and 5PM the next. 3. Daily reading of meters is extremely labor intensive. Rather than paying employees to read meters daily, wouldn't that money be better spent drilling another well to increase supply? Our main well is fairly shallow, around 100 feet deep and supplies the neighborhood most of the time. Why not drill a second well nearby and eliminate the need for any restrictions. Divide the cost of the well among users over a period of just a few months?

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ORIGINAL

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 FEB 19 A 10:29

RECEIVED

DOCKETED BY

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

docketed

End of Comments

Date Completed: 2/11/2014

Opinion No. 2014 - 114992

W-03514A-13-0011
W-03514A-13-0142

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 114755

Date: 1/28/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Robert

Durham

Account Name: Robert and Patricia Durham

Home: (000) 000-0000

Street:

Work:

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Payson Water Co., Inc.

Division: Geronimo Estates

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NO. W-0351A-13-0011 OPPOSED RATES

September 23, 2013

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix Arizona 85007

Re: DocketNo.
W-03514A-13-0111-13-0142

Ladies and Gentlemen:

This is the second letter we have written concerning the above referenced Docket No. Geronimo Estates/Elusive Acres is the community in which we reside as full time residents.

We are protesting the second filing made by PWC in December.

First, there was no information sent to customers advising the change in request for either the base rate or the rather large per gallon usage.

We currently pay \$1.93 for the first 4000 gallons and rates increase as more water is used. The new filing is requesting \$5.90 for the first 3000 gallons and a large increase for larger consumption. On current billings, for a residence using 3000 gallons the rate would be \$5.79. Under the new request it would be \$17.70. This is over a 300% increase.

Our social security checks rose in the amount of 1.2%. That is the official government rate of inflation. Please

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understand a rate increase of 300% will be difficult.

If each water meter usage was average, it may look like an average customer would use 3000 gallons or less. Practically speaking, a full time residence needs water for dishes, clothes, bathing and flushing toilets. That is before any additional water is used for any plants, animals or other water related functions.

We ask you to please protect us as Arizona customers. Respectively Submitted,

Robert and Patricia Durham

Payson, AZ 85541

cc: Brenda Burns

To the company:

Please contact the customer and provide him notification information.

Please provide a written response to the Commission.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

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Date Completed: 1/28/2014

Opinion No. 2014 - 114755

W. 03514A. 13.0111

W. 03514A. 13.0142

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 114762

Date: 1/28/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Harry

Weaver

Account Name: Harry Weaver

Home: (000) 000-0000

Street:

Work:

City: Payson

CBR:

State: AZ Zip: 85541

is:

Utility Company: Payson Water Co., Inc.

Division: East Verde Park Estates

Contact Name: Jason Williamson

Contact Phone:

Nature of Complaint:

Docket Nos. W-035144 13..0111 W-03S14A-13-0142

Opposed

Rates

1/27/2014.

Comment to ACC:

Docket: Payson Water Co.Doecket.#:W-035144 13..0111

W-03514A-13-0142

As retired residents of East Verde Park, we are very concerned about PWC placing their Curtabment Proqram against us. There is no guarantee that they wouldn't financially abuse us as they have other communities. A very large portion of EVfP are seniors on fixed incomes. •

We have asked the owners of the water company to make improvements to our 50++ year old system. There is ONE old, sediment filled storage tankf for our water system. If something happened to that tank, the whole conuntunity would be without water. We are certain our wells would till this SECOND tank and eliminate the need for :hauling charges.

Wknow there has to be an increase in the water rate. 50% increase sounds fair. , We would all be able to adjust our budgets to cover the pro"rated costs for a new tank. Living month to month never knowing how many of their "EXTRA" fees may be charged i\$ like signing a blank contract* to a loan shark.Please don't put us in that position.'

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

docketed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 1/28/2014

Opinion No. 2014 - 114762
